

CLAIMS

1. A system for diagnosing a fault, comprising:
 - a decision tree having a plurality of decision points wherein at least some of said plurality of decision points terminate in a resolution point representing a diagnosis for said fault;
 - a plurality of queries each having at least a first response and a second response, each of said plurality of queries being associated with one of said plurality of decision points;
 - a knowledge base, said knowledge base including a plurality of first images, each of said plurality of first images illustrating one of said first responses; and
 - a user interface for presenting said plurality of queries and said illustrative first images to a user;wherein said decision tree is navigated by said user responding to at least some of said plurality of queries by viewing said illustrative first images and selecting between said first response and said second response associated with said at least some of said queries, and said fault is diagnosed by said user navigating said decision tree until said resolution point is reached.
2. The system of claim 1, wherein said knowledge base includes a plurality of second images, each of said plurality of second images illustrating one of said second responses wherein said user interface presents said illustrative second images to said user and said user responds to said at least some of said plurality of queries by viewing said illustrative second images.
3. The system of claim 1, wherein said knowledge base includes a diagnostic image illustrating said diagnosis of said fault wherein when said user reaches said resolution point, said user interface presents said diagnostic image to said user.

4. The system of claim 1, wherein said knowledge base includes a resolution of said fault and wherein when said user reaches said resolution point, said user interface presents said resolution to said user.

5. The system of claim 1, wherein said knowledge base includes a description of said fault and wherein when said user reaches said resolution point, said user interface presents said description to said user.

6. The system of claim 1, wherein said decision tree includes a plurality of resolution points each representing a diagnosis for one of a plurality of faults, and wherein said knowledge base includes a plurality of diagnostic images, each of said plurality of diagnostic images illustrating said diagnosis for one of said plurality of faults, wherein said fault is diagnosed by said user viewing at least some of said plurality of diagnostic images and selecting said resolution point representing said diagnosis of said fault.

7. A system for diagnosing a fault, comprising:

a plurality of resolutions points, each of said plurality of resolution points representing a diagnosis for one of a plurality of faults;

a knowledge base including a plurality of diagnostic images, each of said plurality of diagnostic images illustrating said diagnosis for one of said plurality of faults,

wherein said fault is diagnosed by viewing at least some of said plurality of diagnostic images and selecting said resolution point representing said diagnosis of said fault.

8. The system of claim 7, wherein said knowledge base includes a resolution of said fault and wherein when said resolution point representing said diagnosis of said fault is selected, said resolution of said fault is output by the system.

9. The system of claim 7, wherein said knowledge base includes a description of said fault and wherein when said resolution point representing said diagnosis of said fault is selected, said description of said fault is output by the system.

10. A method for diagnosing a fault using a system, said system including a decision tree having a plurality of decision points wherein at least some of said plurality of decision points terminate in a resolution point representing a diagnosis for said fault; a plurality of queries each having at least a first response and a second response, each of said plurality of queries being associated with one of said plurality of decision points; a knowledge base, said knowledge base including a plurality of first images, each of said plurality of first images illustrating one of said first responses; and a user interface for presenting said plurality of queries and said illustrative first images to a user, the method comprising the steps of:

a) receiving at least one of said plurality of queries and said at least first response and said second response;

b) viewing one of said plurality of first images illustrating said at least first response;

c) selecting between said first response and said second response based on said one of said plurality of first images; and

d) repeating steps a-c until said resolution point is reached.

11. The method of claim 10, wherein said knowledge base includes a plurality of second images, each of said plurality of second images illustrating one of said second choices, said method further comprising the steps of:

viewing one of said plurality of second images illustrating said second response; and

selecting between said first response and said second response based on said one of said plurality of second images.

viewing said diagnostic image

presenting said resolution of said fault.

presenting said description of said fault.

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